



# Iowa Department of Human Services

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## INFORMATIONAL LETTER NO.1712-D

**DATE:** August 17, 2016

**TO:** Iowa Medicaid Dental Providers

**APPLIES TO:** Dental

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Dental Wellness Plan (DWP) Program Clarifications

**EFFECTIVE:** Immediately

The IME announced in [Informational Letter No. 1696](#)<sup>1</sup>, that a second Dental Benefit Manager (DBM) would be participating in the DWP. Now members have two DBM options to choose from: Delta Dental and MCNA Dental. Both DBMs are required to offer the same benefits. We encourage all providers to join both networks so that patients can remain with their dental provider even if they elect to change DBMs.

- Under the DWP, enrollees, who demonstrate positive behaviors and practice preventive care by following their dentist's recommended treatment plans and return to the dentist for preventive exams every 6-12 months, earn additional benefits. Based on the date of service, enrollees will advance to the next available tier level once they complete their recall exam in the 6-12 months following their initial evaluation.
- Both DWP Benefit Managers require DWP providers to submit a claim within 90 days from the date of service for claim adjudication.
- Members will maintain their current tier level if they choose to move from one DBM to the other.
- The IME does not require that the DBM utilize the D0999 encounter code for billing the Federally Qualified Health Center (FQHC) encounter.
- Please contact the DBM for FQHC billing guidelines and requirements.

For additional information please visit the DHS [Dental Wellness Plan](#)<sup>2</sup> web page. This web page contains an overview of the DWP, information on the services that are available and provider search portals.

Thank you for your continued participation in the DWP provider network.

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<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/1696\\_DentalWellnessPlanAnnouncements.pdf](https://dhs.iowa.gov/sites/default/files/1696_DentalWellnessPlanAnnouncements.pdf)

<sup>2</sup> <https://dhs.iowa.gov/dental-wellness-plan>